

New members urgently needed

The Patients Participation Group was started in 2009 and still continues to provide a valuable communication route between the Practice and the growing number of patients in the community.

The Patients Forum also enables:

- * provision of feedback on services and treatment
- * sharing information on planned changes at the Practice
- * undertaking fund raising for equipment and facilities
- * suggesting and organising events to promote good health for all
- * meeting every 4 months with doctors and/or the Practice manager

We urgently need new members to help us continue to be representative of ALL patient views and warmly welcome anyone who can contribute in any way.

For more information and how to apply, visit our website and complete the Patient Forum Joining Form at:
<https://www.hickspatientsforum.uk/join-us/online-form-for-patients-forum.html>

Autumn newsletter 2022 from the Patients Forum



News from the Hicks Group Practice

Charles Hicks and Roman Gate now have 15,657 patients – a growth of almost 1,500 in the last 2 years.

The Hicks Group is part of the Hunts Primary Care network (PCN), which also includes the Acorn, Priory Fields and Papworth surgeries. PCN membership has enabled us to introduce new patient support roles including clinical pharmacists Kasia and Feyi, Social Prescriber-Vanessa, Health and Wellbeing Coach-Mick, Care Co-ordinators- Rosie and Tina, and Physiotherapist-Colleen.

Extended hours for appointments (6:30 – 8pm) will be available each week from Roman Gate Surgery on Monday, Wednesday and Friday from the beginning of October. The extended hours are also being provided on Tuesday, Thursday and Saturday from the Acorn Surgery. Appointments will be available to all patients registered at the practices that form the PCN.

There are several recent and forthcoming staffing changes at the Practice:

- Dr Victoria Sanderson will be leaving us in October. Whilst we continue to seek a replacement, we have expanded the number of trainee doctors at the Practice and currently have 5 registrars – each with a supervising GP to oversee their consultations.
- Dr Tolliss has retired but will continue to provide some locum

- We have welcomed Susan Holland as a new Advanced Nurse Practitioner in the team and a new Nurse Joony Vargheese, who replaces Lesley Horrey who has moved to Norfolk. Joony has experience with diabetes as well as other treatment room processes.
- The reception and administration team have seen changes as well, with new staff member Joanne Emmins joining us to replace Georgia Daw.

The Practice is changing the way that long-term conditions are managed with annual reviews of patients based on month of birth. Patients will only have to attend once a year to have their conditions and medications reviewed at the same time.

Another change is that Mick, our Health & Well Being coach will hold a slimming world type clinic on Monday nights at Roman Gate from October. We will keep you posted on how to join this clinic on the main Practice website.

Finally, we now have a new 'digital champion' – Stuart, who will be keeping the website updated and launching new Facebook and Twitter accounts for the Practice. These will enable us to provide more frequent information – so look out for us on social media!

FLU and COVID Clinics

The practice is offering Flu and COVID vaccination clinics this year. Invitations have started to go out and clinics are getting booked up fast into November. The telephone message has been updated to remind eligible patients to book an appointment – so if this includes you, we hope you have booked yours !!

Patients Forum News

We are looking forward to re-starting our fund raising and other activities to support the Practice. Our treasurer Merle is planning our next contribution which is likely to be put towards the long-awaited more comfortable chairs in the waiting room at the Charles Hicks surgery.

Book sales continue to provide a small amount of revenue – almost £100 in the last 3 months. Many thanks to Brian for re-stocking the shelves, so keep checking to see when new titles become available,



The Patients Forum stall at Godmanchester Gala was very successful. This year the Committee decided to have a double pitch, giving room for 'Healthy You' to join us giving free health checks. We sold cakes, kindly provided by the ladies of the Roman Gate surgery, which were a big hit and 'lucky cups' for the children also proved very popular. Aprons and bags, made and donated by Macha and Richard Pumphrey, were much admired and proved a hit. Thanks to all members of the Group who gave their support. We had a very enjoyable and successful time making over £160 profit.